



## MEMORANDUM

To: Santaquin City Mayor & Council  
From: Benjamin A. Reeves, Santaquin City Manager  
Date: December 14, 2021  
Subject: Podium Service Agreement

---

Many of our neighboring cities have expanded their accessibility to the public they serve by utilizing the services of Podium. In short, this service provides two primary benefits to our residents. First, it allows our main telephone numbers to accept text messages and routes those messages to the appropriate department for handling. Second, it provides the ability for our residents to have webchats with our various departments. This service has come highly recommended by Spanish Fork City, Orem City and Vineyard City to name a few.

Recently, Jason Calloway, Public Works Director has been approached by representatives from Podium (a Utah based company) to provide services that would assist our Public Work crew to respond more quickly to issues such as water breaks, potholes, etc. Jason's interest in this service for his department, has now expanded to include interest expressed by other department directors. Hence, a meeting was held to determine city-wide pricing.

Normally, the prices are \$449 per month per line (prices are anticipated to increase 17% in 2022.) However, due to our smaller size, and due to the fact that Podium wants to support Utah municipalities where many of their employees live, they have made our community a very good offer. However, this offer is only good until calendar-year end.

In short, if we signup before calendar year-end, they will charge the city \$449 for the first line and \$99 for each line thereafter. (Our staff is recommending 5-lines and with this pricing, we would be getting 5-lines for less than the cost of their normal 2-line package). Furthermore, they will hold their pricing in perpetuity for as long as we are their clients. Lastly, if Santaquin City chooses to proceed, it would be under a 12-month service agreement with automatic renewals unless we choose to provide notice of cancellation.

Santaquin City staff recommends an approval of a 12-month service contract for 5-lines and with a re-evaluation of the service taking place at the 9-month mark of the agreement. Should the city council agree, the FY2021-22 Budget Amendment contemplates this agreement.

To learn more about the service, I will send you a five-minute video that they put together on our behalf. Please let me know if you have any questions.